

WIC Clerk Training Clinic Agenda



DAY 1	Introduction Unit
Section	
	<ul style="list-style-type: none"> Welcome
	<ul style="list-style-type: none"> Training Clinic Evaluation
	<ul style="list-style-type: none"> Uncovering learning style & previous experience
	<ul style="list-style-type: none"> New employee questions
	<ul style="list-style-type: none"> Review what was learned -LAW units
	<ul style="list-style-type: none"> Purpose of WIC
	Certification & Enrollment Unit
	<ul style="list-style-type: none"> Communicating with clients
1	<ul style="list-style-type: none"> Training Plan Preview
2	<ul style="list-style-type: none"> Overview of the signature form
3	<ul style="list-style-type: none"> Importance of WIC eligibility
4	<ul style="list-style-type: none"> Eligibility client criteria
5	<ul style="list-style-type: none"> Who completes enrollment information <ul style="list-style-type: none"> Responsible parties
6-7	<ul style="list-style-type: none"> Proof of identity <ul style="list-style-type: none"> Women, Infant, Child & Special situations Document proof of Id Staff signature for ID
8	<ul style="list-style-type: none"> Proof of residency <ul style="list-style-type: none"> Acceptable proof vs. unacceptable proof Document proof of address Staff signature for address WIC Words about proof of residency
9	<ul style="list-style-type: none"> Special situations for proof of address
10	<ul style="list-style-type: none"> Proof of identity & residency - purse activity
11	<ul style="list-style-type: none"> Determining income eligibility-Automatic income eligibility <ul style="list-style-type: none"> ADC, FS & MED works Who it applies to Assessment Document proof of ADJ
12	<ul style="list-style-type: none"> Determining income eligibility <ul style="list-style-type: none"> Household size <ul style="list-style-type: none"> Child residing in another home Separate families living in same house Teen & young adults house hold Top 10 questions
12	<ul style="list-style-type: none"> Practice Scenarios 1-25
13	<ul style="list-style-type: none"> Statement of status
14	<ul style="list-style-type: none"> Determining income eligibility <ul style="list-style-type: none"> Income <ul style="list-style-type: none"> Important information to know Income assessment path Income & type of proof needed In-kind benefits test Military income

	<ul style="list-style-type: none"> ▪ Maternity leave ▪ Averaging income ▪ Zero income ○ Document proof of income ○ Staff signature of income assessment ○ Calculating income <ul style="list-style-type: none"> ▪ Computer income calculator ○ WIC Words income
	<ul style="list-style-type: none"> ○ Practice Scenarios 1-23
15-16	<ul style="list-style-type: none"> • When proof is missing <ul style="list-style-type: none"> ○ 30 day extension, income letter & no proof form ○ missing proof <ul style="list-style-type: none"> ▪ identity ▪ income ▪ address ○ Problem child scenarios to practice



DAY 2	Enrollment Process
Section	
	<ul style="list-style-type: none"> Review previous day
18	<ul style="list-style-type: none"> Signature form <ul style="list-style-type: none"> Steps for completing signature form Order used Voter registration Dual participation Applicant present
19-20	<ul style="list-style-type: none"> WIC program explanation for client-Rights & responsibilities
21	<ul style="list-style-type: none"> Sanction Points & Violations
22-25	<ul style="list-style-type: none"> Alternate shoppers & enrollment proxy <ul style="list-style-type: none"> Alternate shoppers explanation Alternate shoppers vs. responsible party Problem child scenarios
26	<ul style="list-style-type: none"> Status codes
	<ul style="list-style-type: none"> Length of enrollment <ul style="list-style-type: none"> Status & cert periods worksheets Extension & Reductions in cert periods
27-28	<ul style="list-style-type: none"> End of cert period worksheet
29-30	<ul style="list-style-type: none"> Notification forms <ul style="list-style-type: none"> Yellow form - How to complete & document 6 month Some BF women
31-32	<ul style="list-style-type: none"> Using the computer - working through screens <ul style="list-style-type: none"> TT Types & sample screen shots Computer help keys
33-35	<ul style="list-style-type: none"> Change to Records <ul style="list-style-type: none"> TT4 – common change; status change Change of custody during a cert period Change of custody to a foster home
36-38	<ul style="list-style-type: none"> Enrolling clients in foster care <ul style="list-style-type: none"> Enrolling infant of a Foster Care teen <ul style="list-style-type: none"> Infant or child not in foster care Infant or child in foster care Enrolling Foster teen <ul style="list-style-type: none"> Foster teen enrolling themselves Foster teen needing help to enroll WIC Words Foster care
39-40	<ul style="list-style-type: none"> Terminating Client Records Termination of Clients Codes Reversal of Termination
41-44	<ul style="list-style-type: none"> Adjunct eligibility <ul style="list-style-type: none"> Stop light Adjunct Eligibility Matrix (with umbrella) Adj purse Adj eligible income case studies
44	<ul style="list-style-type: none"> Skills Practice <ul style="list-style-type: none"> Practice scenarios 1-25 <ul style="list-style-type: none"> ADJ How many months of checks

45	<ul style="list-style-type: none"> • Referrals to & from <ul style="list-style-type: none"> ○ Referral codes ○ Practice activity
	Certification & Enrollment of Clients
46-47	<ul style="list-style-type: none"> • WIC paper work & computer <ul style="list-style-type: none"> ○ WIC clerk certification path cheat sheets ○ WIC putting it all together
48	<ul style="list-style-type: none"> • Celebrity clients charts - practice enrollment

DAY 3	Certification & Enrollment of Clients
Section	
	<ul style="list-style-type: none"> • Review of previous day
49	<ul style="list-style-type: none"> • Re-certifications • Re-enrollment • Enrollment Best Choices • Practice enrolling clients in clinic



Day 4	Food Package lesson plan & Check Printing Unit
Section#	
1	<ul style="list-style-type: none"> Overview of WIC Foods and using checks <ul style="list-style-type: none"> Food Brochure WIC Participant Video
2	<ul style="list-style-type: none"> Nutritional Contribution of WIC Foods
3	<ul style="list-style-type: none"> WIC Foods – Why these Foods? <ul style="list-style-type: none"> WIC Foods Flashcard Game WIC Foods Quiz Bowl
4	<ul style="list-style-type: none"> 2 Types of WIC Checks – similarities & differences <ul style="list-style-type: none"> Parts of WIC Check Understanding Your WIC checks
4	<ul style="list-style-type: none"> WIC approved vendors <ul style="list-style-type: none"> Special purchase vs. grocery Vendor selection criteria Vendor look up
5	<ul style="list-style-type: none"> FI types/ foods per check <ul style="list-style-type: none"> Laminated sample checks
5	<ul style="list-style-type: none"> WIC shopping tips – pg 26 brochure
6	<ul style="list-style-type: none"> WIC approved vendors <ul style="list-style-type: none"> Vendor look-up activity
7	<ul style="list-style-type: none"> Signage to identify WIC approved stores <ul style="list-style-type: none"> Special purchase store sign Grocery store sign Shelf labels
8	<ul style="list-style-type: none"> Matching foods to clients & basic food packages <ul style="list-style-type: none"> Client status chart Basic pkg – pregnant Basic pkg – fully BF Basic pkg – mostly BF Basic pkg – some BF Basic pkg – PP not BF Basic pkg – child Numbering system
9	<ul style="list-style-type: none"> Identifying the food package number <ul style="list-style-type: none"> Little people card deck activity Little people card - worksheet
10	<ul style="list-style-type: none"> Summarize basic food packages available plus identify additional options <ul style="list-style-type: none"> Common food pkg number chart Food pkg numbers for children & women chart
11	<ul style="list-style-type: none"> Identify food package numbering system <ul style="list-style-type: none"> Letters: children & women Flash card – food package numbering activity (regular/soy/lactose)
12	<ul style="list-style-type: none"> Infant feeding in WIC - Breastfeeding
13	<ul style="list-style-type: none"> Food package for BF mom & baby (picture pyramid)



14	<ul style="list-style-type: none"> • Food Package for BF babies (pictures – back side)
15	<ul style="list-style-type: none"> • Basic Food packages for mom & baby pairs <ul style="list-style-type: none"> ○ Mom & baby pair – description of food packages ○ Mom & baby pair scenarios (in draft)
16	<ul style="list-style-type: none"> • Infant feeding in WIC – formula <ul style="list-style-type: none"> ○ IFF basic pkg
17	<ul style="list-style-type: none"> • Contract & non-contract formula <ul style="list-style-type: none"> ○ NE WIC contract formula & can size ○ WIC Words formula update 12.1.11
18	<ul style="list-style-type: none"> • Physician authorization – specialty formula
19	<ul style="list-style-type: none"> • Food package coding system <ul style="list-style-type: none"> ○ Infants – 1st, 2nd, 3rd numbers ○ Flash card food pkg numbering activity - infants
20	<ul style="list-style-type: none"> • Finding food package number in computer <ul style="list-style-type: none"> ○ Common Food Pkg # Chart
Check Printing Unit	
1	<ul style="list-style-type: none"> • How check distribution fits into bigger WIC picture <ul style="list-style-type: none"> ○ Travels of a WIC check
2	<ul style="list-style-type: none"> • Use of equipment to print check <ul style="list-style-type: none"> ○ Old & new printer instructions ○ Changing ribbon
3	<ul style="list-style-type: none"> • Create beginning of day <ul style="list-style-type: none"> ○ Beginning of day procedure WIC Words - Red & black #'s
4	<ul style="list-style-type: none"> • Creating check registers – Flow Chart 1 • Using check register – flow chart II <ul style="list-style-type: none"> ○ Voids ○ Test prints ○ Signature ○ Mail out – LA procedures
5	<ul style="list-style-type: none"> • Basic check printing <ul style="list-style-type: none"> • Basic check printing for clients or families ; printing all checks in a package
6	<ul style="list-style-type: none"> • Voiding checks steps
7	<ul style="list-style-type: none"> • Printing one check at a time – Flow chart
8	<ul style="list-style-type: none"> • Replacement checks <ul style="list-style-type: none"> ○ Lost & stolen check report ○ Additional benefit issuance report ○ Replacement check – flow chart
9	<ul style="list-style-type: none"> • Printing checks for families
10	<ul style="list-style-type: none"> • Confirm check accuracy
11	<ul style="list-style-type: none"> • Separating checks • Bimonthly envelope
12	<ul style="list-style-type: none"> • Issuing WIC ID folder & contents <ul style="list-style-type: none"> ○ Food Brochure ○ Using you WIC fruit & vegetable check pamphlet ○ Tips for a successful WIC shopping journey pamphlet ○ Answering your questions about WIC pamphlet • WIC Words – WIC ID Folder

13	<ul style="list-style-type: none"> • Issuing checks <ul style="list-style-type: none"> • Participant video using WIC checks • RP review checks before signing • Explain check register & why signing • Explain how to use checks • Separating foods and checks
14	<ul style="list-style-type: none"> • Check distribution for individual – practicing with clients
15	<ul style="list-style-type: none"> • Issuing checks to alternative shopper <ul style="list-style-type: none"> ○ Alternate shopper – job aid ○ Limits ○ Documentation in file
16	<ul style="list-style-type: none"> • Check Distribution – supervised clinic practice
17	<ul style="list-style-type: none"> • Check look-up
18	<ul style="list-style-type: none"> • Check problems - worksheet
19	<ul style="list-style-type: none"> • Ineligibility letter & CSFP referral • Notification of ineligibility worksheet



Day 5	PRACTICE WITH CLIENTS Trainee enrolls real clients - as many certs & check pick ups as possible
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Day 5	Certifications Continued
Section	
	<ul style="list-style-type: none"> Review of previous day
50	<ul style="list-style-type: none"> Presumptive eligibility & computer screens <ul style="list-style-type: none"> What, who, why and when <ul style="list-style-type: none"> Initial visit Length of certification period Points to remember cloud game Computer screen Follow-up visit within 60 days 6 month visit- stop sign
57	<ul style="list-style-type: none"> Transferring clients - in from in state Transferring clients - in from out of state VOC

Filler Activities	Additional information- covered quickly when need an activity for a few minutes; or they can be done on Friday)
	<ul style="list-style-type: none"> Processing standards - 10 & 20 days
	- activity sheet
	<ul style="list-style-type: none"> Data Form Layout- printing & reading
	<ul style="list-style-type: none"> Nutritional risk - cues to pass along to CPA
	<ul style="list-style-type: none"> Cert & Enrollment - flower game